glenn mcdonald

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The best design is a leap to something people instantly realize they should have been demanding all along.

Highlights

❖ 3 years figuring out how to convert the technical potential of semantic data into real human utility.

❖ 8 years designing 7 versions of eRoom, the multiple-award-winning reference-standard for enterprise-scale self-managed team and project information-sharing and collaboration.

❖ 4 years designing the Interchange Online Network, a complete proprietary information-publishing and social-networking platform predating the Web and anticipating some of its most notable later developments.

History

❖ **Product Manager and Designer, Semantic-Web Data Exploration (ITA Software), 2006 to present**

I'm currently leading the transformation of a machine-learning information-extraction research project into a general-purpose information-sharing platform designed to bring consumer-level usability to the collection, exploration, publication and analysis of highly interconnected data. The system includes unique end-user data-modeling tools, human-trained machine-learning for the automated extraction of structured information from semi-structured data sources, collaborative filtering and similarity assessment, an easily user-configurable exploration environment that makes comparison and interactive analysis as easy and ubiquitous as navigation, and a new semantic-web query language with the potential to change the way both people and programmers interact with information.

❖ **Senior Product Strategist, EMC, 2004 to 2006**

Designed a combined next-generation successor for eRoom and Documentum, applying eRoom's principles of immediate usability and decentralized self-management to a pervasively configurable system not just for creating and storing an enterprise's documents, but for sustaining its living information flow. Drafted a complete roadmap for an EMC enterprise-data-modeling product. Spent several months in full-time research and scenario planning for information technology and social software.

❖ **Product Designer, eRoom, 1996 to 2004**

Employee #5, the sole designer for the first 5 versions, team manager for versions 6 and 7, and chief contributor to product direction throughout. Personally instrumental in taking eRoom from first concept to iterative pragmatic reality, acclaimed usability, numerous product awards, independent profitability, lucrative 2002 acquisition and subsequent integration. Roles as abstract as product strategy, process analysis and corporate conscience, and as concrete as specification writing, prototyping, usability studies, UI coding, graphic design, art direction, bug triage and picking the phone-system hold-music.

❖ **Lead Functional Designer, Interchange Online Network, 1992 to 1996**

Founding team member, chief prototypist, the main contributor to the functional specification, and the general authority on user-visible system behavior. Originally commissioned by the Ziff magazine-publishing empire, Interchange was a wildly ambitious end-to-end online publishing platform that prefigured a decade or more of subsequent web reinvention, including arguably better back-end editorial tools and semantic metadata than most web publishers experience even now.

❖ **Lotus Development, 1989 to 1992**

Went from patience boot-camp, answering tech-support calls for Lotus 1-2-3, to designing Lotus' productivity suite for the first HP palmtop, and advance work for what would have been a Windows version of the information-manager Lotus Agenda.

❖ **Furia.com, 1995 to present**

My own personal internet sandbox. In many cases I have done iterations of emerging technology here well before using them in my professional work, including a modularly extensible micro-content-management framework, a meticulously minimal server-stateless public discussion system, and several large-scale data-analyses. From 1995 to 2004 I wrote a weekly music-review- and essay-series called The War Against Silence that has been called one of the ancestors of blogging.

❖ **A.B., cum laude in Visual and Environmental Studies, Harvard College, 1989**